

**CITY OF ASHEVILLE, NORTH CAROLINA
CLASS SPECIFICATION**

**TELECOMMUNICATIONS SHIFT SUPERVISOR
POLICE DEPARTMENT**

GENERAL STATEMENT OF DUTIES

Performs supervisory, and radio and communication dispatching work in the City Police Department. Reports to the Telecommunications Manager.

DISTINGUISHING FEATURES OF THE CLASS

An employee in this class is responsible for supervising employees while also participating in receiving radio and telephone messages, answering public safety calls and dispatching police and other public safety units as requested or necessary. Work involves ensuring that employees on an assigned shift properly receive calls and dispatch appropriate personnel in accordance with established procedures. Work also includes operating a computer terminal connected to the Division of Criminal Information and the National Crime Information Center. Considerable tact and firmness are required in obtaining information from distressed persons. The employee must exercise independent judgment and initiative in receiving messages, responding to emergency situations, and dispatching calls. Work is performed in accordance with standard departmental policies and procedures and is supplemented by specific instructions as necessary. Work is performed under the general supervision of the Telecommunications Manager, and is evaluated in terms of adherence to departmental policies and procedures and by accuracy and effectiveness of dispatching.

ILLUSTRATIVE EXAMPLES OF WORK

ESSENTIAL JOB FUNCTIONS

Assigns, directs, and supervises a staff of Telecommunicators on an assigned shift, ensuring adherence to established policies, procedures and standards; assists and advises subordinates, as necessary, resolving problems and unusual situations arise.

Administers or makes recommendations for routine personnel matters affecting subordinates, including recruiting, interviewing, hiring, training, assigning, scheduling, granting leave, appraising and disciplining, etc., submitting such records and reports as required by department management.

TELECOMMUNICATIONS SHIFT SUPERVISOR

Operates telephone (to include emergency and non-emergency calls for service), radio, and other communications equipment in answering requests of law enforcement or related assistance; obtains necessary information and dispatches equipment and personnel as necessary in accordance with established procedures; relays information to dispatched units.

Utilizes computers connected to National Crime Information Center and/or Division of Criminal Information to enter and obtain information and/or to communicate with other law enforcement agencies.

Ensures and participates in maintenance of a log sheet on all complaints and services requested and on location of all Department vehicles.

Provides information and advice to public as requested.

Prepares and maintains a variety of activity reports and records.

ADDITIONAL JOB FUNCTIONS

Performs related work as required.

KNOWLEDGE, SKILLS AND ABILITIES

Considerable knowledge of the operation of 800 MHZ trunked radio system and related Federal Communication Commission regulations.

General knowledge of the use and application of the Division of Criminal Information and National Crime Information Center databases.

General knowledge of the operation and location of law enforcement units.

Ability to assign, train, direct, coach and supervise a subordinate staff.

Ability to exercise sound judgment in emergency situations.

Ability to speak clearly, distinctly and politely.

Ability to deal tactfully and courteously with the public utilizing the appropriate customer service skills.

Ability to maintain simple but effective files, records and reports.

Ability to establish and maintain effective working relationships as necessitated by work assignments.

Ability to maintain high level of alertness, concentration and multi-tasking.

MINIMUM EXPERIENCE AND TRAINING

Graduation from high school and 3 years of emergency dispatch experience, particularly Windows-based technology and working knowledge of computer-aided dispatch, and 3 years of supervisory experience; and/or any equivalent combination of experience and training required to perform the essential position functions.

TELECOMMUNICATIONS SHIFT SUPERVISOR

SPECIAL REQUIREMENTS

Certification by the North Carolina State Bureau of Investigation in operation of the Division of Criminal Information network. Certification by the NC Department of Justice Education and Training Standards Commission.

COMPETENCIES

Technical Competency: Ability to use the tools and concepts of the specialty area in which the employee works. Includes using appropriate processes, procedures, resources, and work or professional standards.

Interpersonal Competency: Ability to work with people, develop and maintain work relationships, communicate, manage conflict, and perform as an effective team member.

Intellectual Competency: Ability to think, learn and process information. Ability to solve problems and gather necessary information. Includes having math and reading skills appropriate to job levels.

Customer Service: Ability to identify customers, determine the valid needs of a situation, and provide service or service recovery in a manner that satisfies the customer.

Organizational and Community Sensitivity: Ability to take the larger perspective into account, recognize organizational and community priorities and balance actions appropriately.

Physical Skills: Ability to perform required jobs with adequate strength, dexterity, coordination and visual acuity (with reasonable accommodation[s] if needed) and in a manner that does not pose a direct threat to the health or safety of the employee or others in the workplace.

Salary Grade 14
Non-Exempt